



MAINSTAR WORK ORDER REQUEST

PURPOSE

The purpose of the work order system is for faculty, staff and administrators to be able to submit a request to correct and/or repair maintenance problems or safety hazards that have been identified on campus.

PROCEDURE

1. Identify the problem
2. Send email to Roger Toliver in the Business Office explaining the issue/condition. Please include the following information:
 - a. LOCATION: (Building and room number)
 - b. WORK TYPE: (Improvements, Maintenance, Safety, Repair or other)
 - c. CONTACT INFORMATION: (Name, Department, Phone Number)
3. Work Orders are generated via the Mainstar system in the Business Office and submitted to the Department of General Services (DGS) to process or Custodial Services for processing depending on the request. A copy of the work order is emailed to the initiator for their records and/or for their follow-up.
4. When a work order needs additional information or is completed, either DGS or Custodial Services will inform the Business Office in order to relay the message to the initiator.

KEY WORDS

- Safety
- Repair
- Maintenance